

# Library Services & Technology Act

*Michigan Report for 2009*

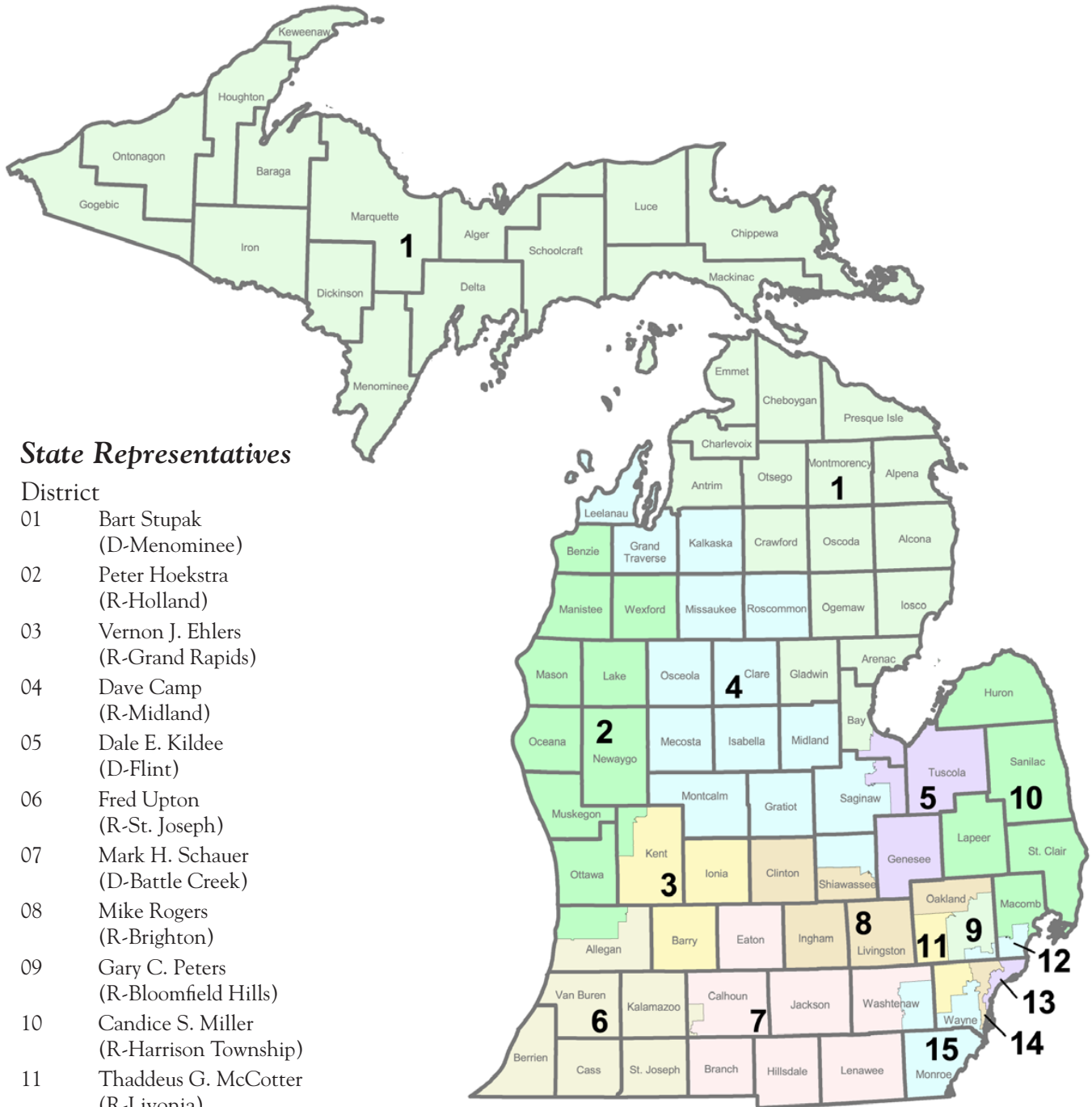


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# Library Services & Technology Act

## Michigan Report for 2009

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# Library Services & Technology Act Michigan Report for 2009

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Dear Members of Congress,

As the 21st century economy becomes a reality for us all, Michigan's residents need appropriate skills, both on the job and in their personal lives. The library is a center in each community, rural and urban, that assists people in all arenas to gain these 21st century skills. Libraries host patrons of all ages and provide training and materials for residents' needs throughout their lives. People expect libraries to provide education from cradle to grave, job and business skills and success, and community activities and civic engagement.

To meet their community needs as fully as possible, libraries focus on innovation in learning. The Institute of Museum and Library Services has published "Museums, Libraries and 21st Century Skills," which details ways that libraries are moving their communities forward. Michigan libraries are using this focus to aid individuals with learning and innovation skills; information, media and technology skills; and life and career skills. Additionally, communities need 21st century skills such as global awareness; financial, economic, business and entrepreneurial literacy; civic literacy; health literacy, and environmental literacy. Libraries excel in encouraging these skills in young and old alike and use LSTA funded materials and programs to achieve these ends.

Thank you for your support for Michigan's communities and libraries through the funding and reauthorization of the federal Museum and Library Services Act. Communities statewide benefit from the services and resources funded by LSTA. As we move forward into an era where more and evolving skills are required, these resources have become essential. Your support for this bedrock level of materials and services gives Michigan students, businesses and residents a way to grow into a brighter future.

Respectfully,

A handwritten signature in black ink, reading "Nancy R. Robertson". The signature is fluid and cursive, with a long horizontal flourish extending from the end.

Nancy R. Robertson  
State Librarian of Michigan

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# Library of Michigan's Mission

The Library of Michigan promotes, advocates and consistently works to achieve the highest level of library service to the State of Michigan, its government, its libraries and its residents.

## 2009 LSTA Overview

In 2009, Michigan's \$5,145,550 in LSTA funding supported public, academic K-12 and special libraries through various statewide projects. The majority of LSTA funds coming to Michigan supported the Michigan eLibrary ("MeL"), which includes MeL licensed databases from general topics to specialized research; subject area portals, such as Jobs & Business; "Michigana," a collection of digitized Michigan history primary source material; "MORE," Michigan Online Resources for Educators; Featured Resources on vital topics; and MeLCat, a statewide catalog, interlibrary loan, and delivery service. Other statewide services included summer reading programming; services to the blind and physically handicapped; continuing education for librarians through workshops and a rural libraries conference; web site training and hosting for small and rural libraries; and training and assistance with E-rate funding applications.

These projects created and sustained wide-ranging, successful statewide collaborations and cost savings for both institutions and individuals. The collaborations and cost savings allow the Library of Michigan and libraries throughout the state to provide a wealth of online materials and shared print materials for a minimal cost as well as improved library services, with a special focus on children, teens and the disabled. These services are available to all Michigan residents.



# Key Points about LSTA Funded Programs in Michigan for 2009

- ❖ Statewide database contracts saved Michigan libraries and residents approximately \$72 million dollars.
- ❖ Michigan residents can use online Michigan eLibrary (MeL.org) materials from home, work or a library 24/7.
- ❖ People in Michigan searched MeL databases over 38.5 million times.
- ❖ After those searches, people downloaded 13.6 million articles and documents, which is equivalent to 2 items for every single resident of Michigan.
- ❖ 86 libraries joined MeLCat, the statewide catalog, in 2009, bringing total membership to 363 as of September 30, 2009.
- ❖ Michigan residents requested 859,346 items through MeLCat and received 770,909 of them. Each of these items is a book, CD, DVD, audiobook, etc. that their home library did not have to buy.
- ❖ 83,352 children and 19,641 teens participated in the Summer Reading program in Michigan.
- ❖ Children and teens in the Michigan Summer Reading program logged 1,028,027 hours of reading.
- ❖ Funding for E-rate training helped libraries to get \$2,197,266 in discounts for telecommunications costs and Internet access.
- ❖ Michigan Online Resources for Educators (MORE) now has nearly 60,000 educational websites tied to state curriculum standards for teachers and homeschoolers.
- ❖ The new Plinkit collaborative is bringing websites to small and rural libraries, providing their users with online materials and library catalogs.

# Library of Michigan's LSTA Program Goals for Michigan

The *LSTA Five-Year Plan for Michigan, October 2007 through September 2012* addresses the needs of Michigan residents for information and library services. These needs were determined through an evaluation of the previous Five-Year plan, which included input from residents and libraries from across the state, from both rural and urban areas.

## **Needs:**

- I. Users need equitable statewide access to materials in a variety of topics and formats and at their time of need. Libraries need consistent, fast resource sharing and statewide access to digital materials to assist these users.
- II. Users need improved basic services and programming from libraries in rural and underserved areas of the state. Libraries in underserved rural and urban areas of the state need assistance developing services and programming in the areas of technology, generation specific programming, and outreach and marketing to non-users or populations having difficulty using a library.
- III. Users in underserved rural and urban areas of the state need access to quality services and programs offered through new techniques and new technologies. Libraries in underserved rural and urban areas of the state need assistance in staying current with new techniques and new technologies. We need scalable model programs for use in underserved rural and urban libraries in order to provide current, quality services and programs to users.

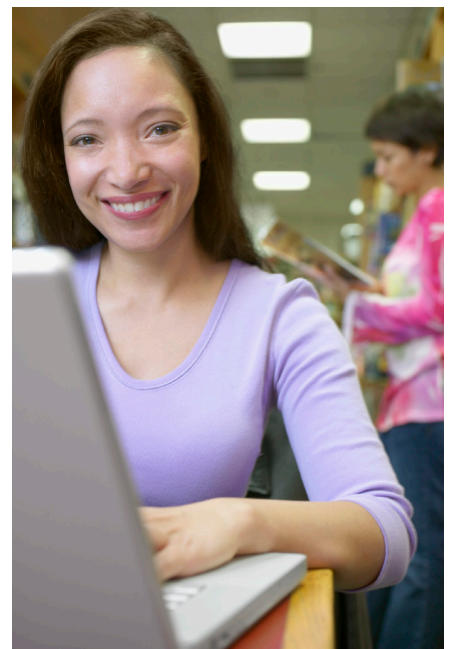
The following goals were developed to meet these needs. A specific focus of the goals is to bring services directly to residents by assisting local libraries in communities across the state.

## **Goal I: Equity of Access**

Increase equity of information access and library resources by providing basic statewide access to information and resources and special assistance to libraries in underserved rural and urban communities, and to libraries that are working to provide service to persons having difficulty using a library.

## **Goal II: Equity of Service**

Increase equity of service to Michigan residents by providing professional development resources and opportunities to libraries throughout the state to improve public services, programming and outreach, especially to underserved rural and urban populations.



### ***Goal III: Equity in Innovation***

Foster new, innovative services and programs by funding scalable pilot projects for use by libraries statewide to meet and anticipate Michigan residents' constantly changing needs for library services and information.

Proposed programs and measures for outputs and outcomes for each goal are listed in the Five-Year Plan at [www.michigan.gov/lsta](http://www.michigan.gov/lsta).

These goals reflect the current and future needs of Michigan residents and libraries as well as the goals of the LSTA legislation. As such, the Five-Year Plan is a part of how the Michigan library community provides quality services and programs to our patrons through 2012.

## **Statewide Projects - Serving All of Michigan's Residents**

To support Michigan communities and residents as well as the Library of Michigan's mission and the federal LSTA goals during these economically troubled times, the focus of Michigan's LSTA program in 2009 was on statewide services and sharing innovative library projects. This focus put a premium on providing materials and services to all residents, regardless of geographic area, age, or information need. In order to reach the widest group of people possible, the statewide projects are designed to be worthwhile to individuals, public library users, K-12 students and higher education students. All benefit from LSTA funding.

The Library of Michigan provides statewide access to a wide range of electronic and print resources, increasing information access to materials appropriate to kindergarteners through graduate students and to entrepreneurs through the unemployed. Through high quality programs, such as the award-winning Michigan eLibrary (MeL), the Library of Michigan is focused on equitable access and service to all of Michigan's rural and urban communities and residents.

The Library of Michigan has used the majority of the LSTA allotment for statewide projects due to state budgetary issues. The Library of Michigan surveyed librarians from all types of libraries and all areas of the state and found the Michigan library community supports this use of funds. These professionals considered the value of the statewide programs to their users so significant, especially MeL and MeLCat (the statewide catalog that is part of MeL) that the funding should be used to maintain the projects at the highest level.



# MeL - the Michigan eLibrary

**Mission:** Michigan's virtual library, MeL, gives Michigan residents the information they need, when they need it, where they need it, and in the format they desire.

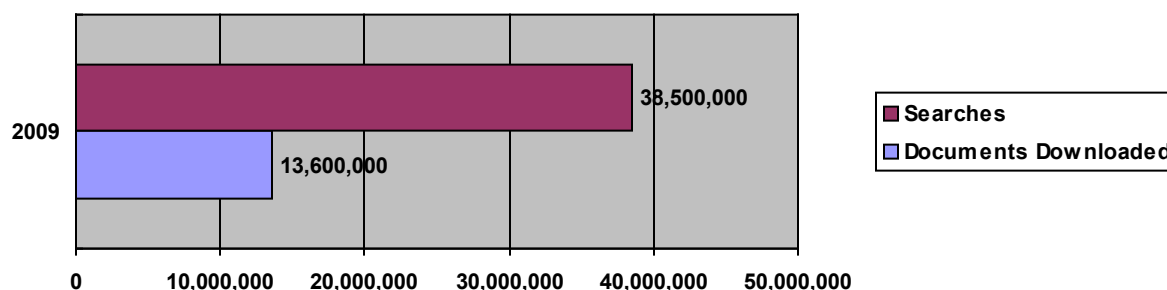
The Michigan eLibrary (MeL) is a premier electronic library available at [mel.org](http://mel.org). MeL is a core set of anytime, anywhere accessible information resources available to all Michigan residents.



Through statewide subscriptions, MeL provides residents and libraries across the state with comprehensive topical information ranging from auto repair to zoos. Resources are electronic and include full-text articles, ebooks, car repair manuals, practice exams for K-16 and professions that can track and score an individual's performance, K-12 curriculum materials, digital history collections, free Michigan-focused Internet resources and a variety of other purchased databases.

Job seekers, workers seeking retraining, college, high school and elementary school students, parents, educators, entrepreneurs and business professionals, and lifelong learners all use this collection to find what they need to succeed, to learn, and to improve their lives. The resources cover elementary, secondary, college and professional level research; general and professional level information on health and social issues; local history and genealogy; and indexes to articles and books available in Michigan libraries. Residents may access MeL from any Michigan public or academic library or school, or login from any Internet connected computer by using a Michigan driver's license, state ID or participating MeLCat library card number.

Use of the MeL databases has continued to be a vital part of library use by students and residents each year. In 2009, people used the databases over 38.5 million times with the following results.



This is equivalent to nearly 4 searches and 2 articles for every single resident of Michigan. MeL's free resources are available to all; however, the subscription resources are available only to Michigan residents.

MeL database contracts cost \$4,092,021 in 2009. If libraries had purchased these subscriptions individually, the cost would have been approximately \$72 million. Statewide purchasing saved Michigan's public, K-12 school and university libraries approximately 95 percent of the cost of these sources. Looked at another way, if Michigan residents had paid for each article they downloaded in 2009, the articles alone would have cost approximately \$205 million. We also save libraries the time and staff necessary for negotiating these contracts and managing the subscriptions. Finally, people may use these databases from home or work. In a 2009 study of Michigan library users, over 80% of those who knew about MeL used it from home or work, so the true savings for Michigan residents are certainly far higher than even the numbers demonstrate.

### ***MeL includes the following components:***

**MeL Databases** – Hundreds of thousands of subscription magazine and newspaper articles, reference book articles, art images, historical documents and images, curriculum materials and other full-text materials. Content ranges from the K-12 level to professional and research levels in science, medicine, education, technology, humanities, arts, social sciences, law and genealogy. Vocational and education tests and tutorials and car repair are also part of the mix. Spanish language materials are available, especially for K-12 students.

**MeLCat** – An innovative statewide library catalog, delivery service and resource-sharing network. Users can search the catalog from MeL.org or directly from links to MeLCat in their local library catalog. Michigan residents are using MeLCat to easily identify and request convenient, quick delivery of materials from other participating Michigan libraries to their own library for pick up. More information on MeLCat follows this section.

**MeL Michigana** – Digitized local historical resources from Michigan libraries, including family papers, photographs, diaries, obituaries, newspapers and other local documents. These materials illustrate Michigan's past through primary sources on towns, counties, and individuals and topics such as the Civil War and the automotive, shipping and lumbering industries.

**MeL eBooks** – A collection of over 24,000 current non-fiction and reference electronic books for academics and professionals. Topics include science, computers, business, education and humanities among others. Users can read online or search at any time of the day or night.

**MeL Featured Resources** – A balanced collection of quality Internet sites selected by librarians that are Michigan-related or particularly useful to Michigan residents. Local school, college and public libraries stretch and leverage their materials budgets by ready access to appropriate, quality, free resources on MeL.

**MeL Tests and Tutorials** – Online tests, including college entrance, civil service, vocational and professional exams, and K-12 study guides from LearningExpress Library. This collection allows Michigan residents to study at home or in the library to advance in their job, train for a new job, or excel in school.

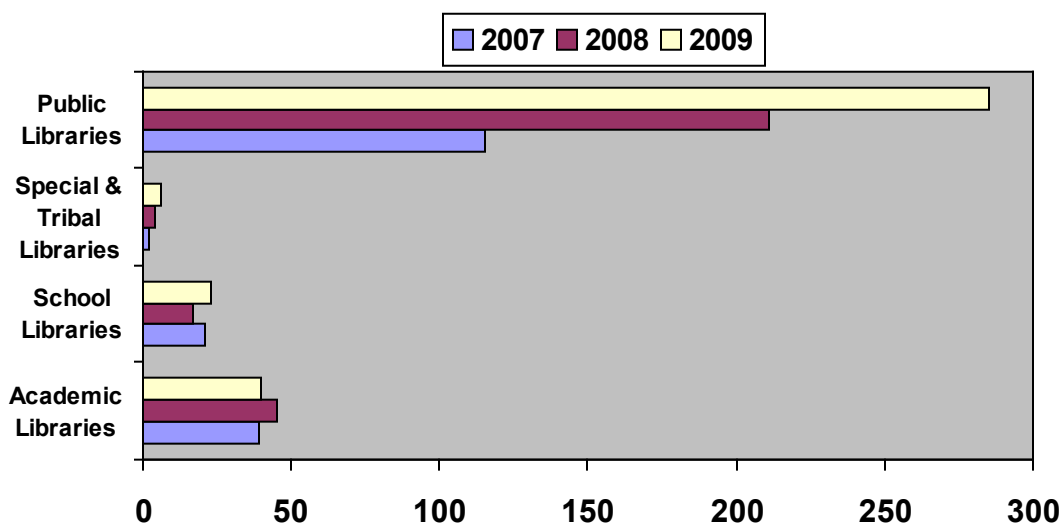
**Michigan Online Resources for Educators (MORE)** – A database of tens of thousands of quality educational materials that are web-based and aligned with the state's current curriculum standards and professional development needs. This portal helps K-12 teachers find the right materials for their classes quickly and easily, allowing them to focus their time on teaching.

### ***MeLCat - the Michigan eLibrary catalog***

MeLCat is a virtual statewide library catalog, delivery service and resource-sharing network. This successful and cost saving collaboration is now available to a significant proportion of state residents. Member libraries share both a catalog that library users can search and a commitment to sharing their collections. Library users can order other libraries' materials online while they are searching in their local catalog, and the titles are delivered via a fast statewide delivery service that is free to the library users.

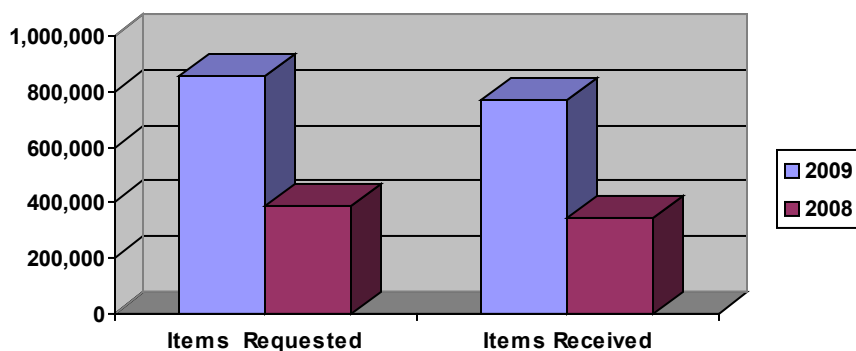


Michigan is unusual in that public, school, academic and special libraries are all eligible to join the statewide catalog and libraries do not have to convert to a common integrated library catalog system to participate. MeLCat includes libraries from every area of the state, making it a true statewide service. In 2009, 86 new libraries were integrated into MeLCat, a 27% increase in membership over the previous year. The 363 members as of September 30, 2009 include the following types of libraries.



At the end of state fiscal year 2009, MeLCat was a combined library collection of 39.5 million items, a 29% increase in available materials in one year. Users can search MeLCat directly from [mel.org](http://mel.org) or through a link in their local library catalog. Michigan residents are using the catalog to easily identify and request convenient, quick delivery of materials from other Michigan libraries to their home library.

In 2009, Michigan library users requested 121% more materials and received 105% more materials than 2008, as shown in the chart below. Items were delivered in an average of three to five days and a significant number of the requests were delivered in one day at no charge to the user.



MeLCat is a true collaboration. Librarians throughout the state participate in planning committees and user groups. These groups develop MeLCat policies and inform the development and ongoing implementation of the MeLCat system software. MeLCat is a voluntary program so the fact that 74% of public libraries are now members speaks to the value it has for diverse communities across the state. LSTA funding has allowed Michigan's librarians to reach out and share their expertise with each other and their collections with all Michigan residents.

These residents are students, educators, business professionals, rural and urban residents - all users with a participating library card have ready access from home, work or school to more sources than any individual library could own. In rural areas especially, the impact on library users has been striking.

LSTA funds support library catalog software, enhancements to the catalog, software to allow users to find full-text articles within the catalog, new member library training, and integration of new members' catalogs into MeLCat.

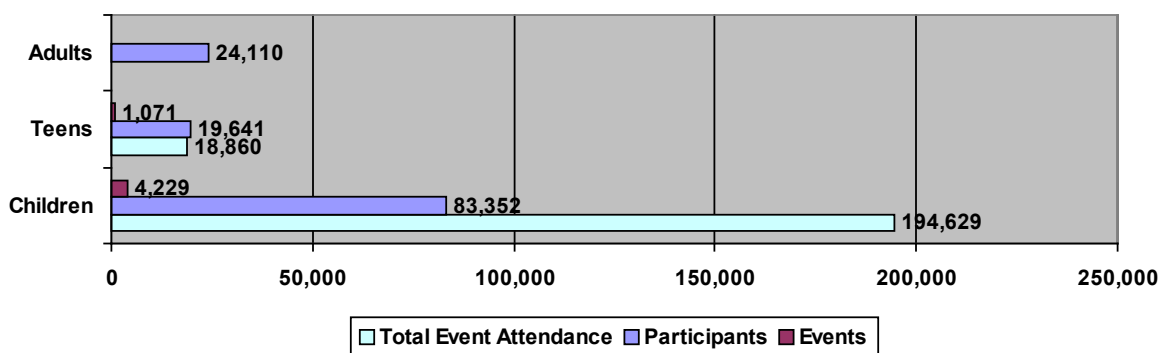


# Childhood Literacy Support . . . Collaborative Summer Library Program



The Collaborative Summer Library Program (CSLP) is a national group that develops quality materials for public library Summer Reading programs. LSTA funds the Library of Michigan's participation in CSLP. Membership in the collaborative allows the state library to provide high-quality, comprehensive summer reading manuals to all public libraries, saving the libraries both staff time and funds. These manuals include themes, ready-made programs and professional quality graphics, providing libraries guidance on reading goals, age-appropriate programs such as lap-sits, story times, reading groups and other literacy improvement activities aimed at children, young adults and families reading together. Manuals were sent to 667 libraries in Michigan.

Summer reading programs have been shown to develop children's interest in reading year-round, encouraging and motivating them to improve their reading skills. Michigan's participation in this program allows local libraries to leverage their funds and provides greater access to programming for children. We had 38% of public libraries respond to a participation survey and in just those libraries, this collaboration achieved the following results. These are up 38% for children and 57% for teens from the previous year.



This is the first year adults were included in Michigan program so we do not have comparative statistics, but we are heartened by the participation of so many adults as children have been shown to learn and retain reading skills better in households where adults read as well.

## Services for the Blind and Physically Handicapped

Services for the Blind and Physically Handicapped (SBPH) is a federal program administered at the state level. The Library of Michigan hosts the program in Michigan. In 2009, we continued catalog improvements with the use of LSTA funds. An online catalog provides access to SBPH materials and allows material sharing between regional SBPH libraries and the Library of Michigan. Upgrades to the catalog were completed that allow easier and faster access to materials and facilitate cooperation between the state and regional SBPH libraries and to allow the Ann Arbor District Library to provide services to Washtenaw county residents after the closing of the Washtenaw County Library for the Blind and Physically Handicapped.

## Training to Improve Public Services

### *Conferences & Workshops*

The Library of Michigan uses LSTA funding to sponsor continuing education for librarians throughout the state. The workshops give library staff the opportunity to learn new techniques and methods to reach underserved residents. The continuing education program also allows public libraries, especially small and rural libraries, to maintain their state certification, which is required for public libraries to receive state aid to public libraries funds. Libraries are able to improve and expand services available to Michigan residents by learning from presenters and colleagues. The workshops focused on services to rural areas, to children and teens, and to the persons having difficulty using a library as well as improving literacy.

### *Spring Institute Conference*

This three-day conference in Lansing gave 230 public and school librarians the opportunity to learn about new strategies and resources for children's and youth services. The sessions covered diversity, early literacy, adaptive technologies, and collections and programs for children with special needs. Children's and teens' authors, artists and illustrators spoke at the conference, including Jessica Abel, Robin Brande, Elisha Cooper, Melinda Long, Megan McDonald, Elizabeth Mitchell and Linda Urban.

## ***Academic Libraries Day***

This workshop focused on understanding and reaching the changing academic library user. Specific topics included how to adapt to the challenges of the changing academic world, understanding new user needs and developing appropriate services, and the role of scholarship in academic libraries and how that relates to the library's influence and impact. Seventy-three librarians attended this daylong workshop in Jackson. The keynote speakers included Darlene Walsh from Northern Michigan University and David Lewis from Indiana University.

## ***E-Rate Support & Training***

The federal Universal Service Fund, commonly known as E-rate, is an important source of funding telecommunication and Internet access for public libraries. The Library of Michigan uses LSTA funding to provide training and support for libraries participating in the program. This support ensures libraries are able to receive their full discounts in a timely manner, providing greater public telecommunications access and Internet services in the library at a significant discount. Two full day workshops were held in 2009 and a consultation service was available. In 2009, Michigan public libraries received discounts totaling \$2,197,266. Libraries used these funds to provide local services and collections, while at the same time implementing needed broadband service for their community.

## ***Continuing Education Fund***

The Library of Michigan has a continuing education tuition reimbursement program for current full-time employees who are enrolled in a nationally accredited graduate library and information science program. LSTA funds are used to support this project, which is designed to help recruit current library paraprofessionals who have an informed understanding of and commitment to the profession. As professional librarians retire, paraprofessionals are ideal candi-



dates to carry Michigan libraries into the future. These paraprofessionals are likely to remain in the library profession and their work at the Library of Michigan has given them insight into the issues facing the state libraries and residents.

## ***Rural Libraries Conference***

The Library of Michigan conducts a biennial library conference for small and rural Michigan libraries, and LSTA funds provide partial support for the conference in conjunction with private funds from the Library of Michigan Foundation. The conference assists librarians who are unable to travel to national and state conferences by bringing training and networking to them. Subsidizing a conference in a rural area allows these librarians an inexpensive opportunity to learn vital new skills and share information with each other. 430 people attended the three-day conference in Traverse City. Training topics included management, programming, age specific activities, technology, and customer service. In the conference evaluations, attendees indicated they had learned techniques and tips that would improve the service they provide to Michigan residents.



# Support for Public Libraries . . . the Plinkit Collaborative

Understanding that many residents now expect to be able to find local services online, the Library of Michigan joined the Plinkit Collaborative in 2009. The collaborative develops software for modern, robust library web sites that are simple and easy to update for small libraries unable to develop web sites on their own due to staff knowledge or budgetary limitations. Within Michigan, the Library of Michigan is training librarians on how to use the software and is providing hosting for web sites for participating libraries. The pilot phase in 2009 developed a training process, arranged hosting and then brought five small, rural libraries online with new web sites. We hope to add many more libraries to the project in successive years, giving residents in small and rural towns the same access to information resources that residents in larger communities enjoy.

## Local Projects . . .

### Bringing Innovation to Libraries

LSTA funding allows us to look forward to accomplishing the goals and programs set out in the Five-Year Plan. These programs will improve the capabilities of libraries and the lives of all Michigan residents. In 2009, the Library of Michigan continued the

Modeling the Future subgrant program. The subgrant program is intended to fund innovative, replicable projects, especially those targeted to an underserved population. As part of each project, each grantee will write a project manual that can be used by a library of any size to replicate the project locally. In this way, the federal funds for one library can help benefit residents across the state.

We began funding three individual projects in 2009, which will be completed in 2010. The projects all focus on improving services to underserved populations. The grantees are Peter White Public Library and the Superiorland Library Cooperative in Marquette and the River-view Public Library in Riverview.



**“Library Links”** - Peter White Public Library is using its grant to conduct a research and action project designed to investigate new methods of delivering quality library services to remote, rural or isolated communities.

**“What’s a Librarian to Do? Remaining Relevant in a Fast-Changing World”** - Superiorland Library Cooperative is working to involve teens in a multi-library effort to identify “library 2.0” best practices and implement them in a virtual branch library designed just for teens.

**“Library Immigration Connection Center”** - Riverview Public Library is creating a resource center that seeks to assist immigrants in southern Wayne County in their transition to American life through language, technology and American life classes.

## Michigan Residents Speak . . .

Federal funding for the afore-mentioned projects has had a deep impact on the quality of life of Michigan’s residents. We often receive positive comments on the impact and benefits of state-wide services from users, librarians and teachers.

### ***Impact for rural residents:***

“Just wanted to say how much I appreciate the MeLCat service through the Otsego County Library. My daughter and I felt like children in a candy shop when presented with the largesse of MeLCat books, especially the large print. So, thank you so much, keep up the good work, and we’ll try to support the library system in any way we can! And (dare I say it) I seem to see a definite increase in young readers lately. What a gift that is to us all.”

### ***Impact for disabled users:***

“MeLCat has been so wonderful for our family, specifically my oldest son. [He is] designated Learning



Disabled. He always wished for gift cards ... so that could buy CD's or DVD's. I told him about MeLCat and showed him how to use it. He had difficulty at first with the idea of having to wait for something ... [He] is able to manage his MeLCat account easily and has discovered a sense of independence and responsibility. He requests items from MeLCat several times a week, and he knows that he has to return the items in by a certain date so he plans accordingly, without a reminder from me. He also practices his social skills every time he goes to the library to pick up his items. He has had to go and ask questions and discuss problems that have come up with his requests, and I have been told by the library staff that he is very polite when he speaks with them. MeLCat has been a wonderful tool for our family and especially for [my son]. It has taught him to save money, practice his social skills, to be responsible and patient, and to be independent. MeLCat has opened a new world for [him]..."

### ***Impact for students:***

"A longtime user and supporter of Michigan eLibrary databases, Lakeview High School Library joined MeLCat in January 2007. Since that time Lakeview has seen steady increases in the amount of both borrowing and lending. Over the period January through December 2008, Lakeview High School students and staff submitted 1198 requests to borrow books from other Michigan libraries and responded to 841 requests to lend out its own materials. ... Students and staff appreciate the fact that Lakeview High School is one of just a handful of K12 libraries in Michigan that have been selected as a MeLCat participant, thereby gaining direct access to over 30 million items in the statewide resource sharing network."

It is apparent that Michigan libraries and residents are moving into the 21st century knowledge economy together, while at the same time retaining the great history and spirit of our state.





